

COMMUNITY OUTREACH LIAISON

APPLICATION DEADLINE IS SUNDAY, APRIL 10, 2016 AT 11:59PM

Division: Community Outreach
Reports to: Director of Community Outreach
Location: Memphis
Full-time/Part-time: Full-time
Salary Grade: 36
Monthly Salary Range Minimum: \$4,295
FLSA Classification: Exempt (03)

THDA is now recruiting for a Community Outreach Liaison to be located in the Memphis area. A primary responsibility for this is serving the West TN area, although this position may require travel Statewide, including some overnight travel. This is a full-time telecommuting position working from your home office.

Critical features of this job are described under the headings below. They may be subject to change due to changes in our business processes or other business-related reasons.

POSITION SUMMARY: Performs outreach work related to community lending and relationship-building initiatives throughout Tennessee for THDA programs. Responsible for developing relationships with formal and informal leaders within diverse markets, including non-profits, and local and state governing bodies in order to understand the issues and challenges faced by these Tennesseans. The incumbent should be well versed in THDA's single family, multi-family and supportive housing programs, but may focus primarily on one area.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Essential duties and responsibilities include the following. Other duties may be assigned.

- Serves as a catalyst, bringing diverse groups together to solve difficult unmet housing needs.
- Develops, implements and monitors a comprehensive customer outreach and educational plan to acquire new customers by developing strong working relationships with and providing education to consumers, lenders, realtors, and other housing industry entities.
- Collaborates with the Public Affairs division and Information Technology division to develop and enhance the organization's presence through different mediums.
- Works collaboratively with the Single Family, Multifamily Development and Community Programs divisions and with other divisions within THDA on the development, implementation and monitoring of strategies as well as the monitoring of marketing for strategic lending programs for homeownership and rental programs in support of THDA's strategic plan.
- Promotes awareness of effective THDA program involvement across the state by creating events which bring earned media coverage opportunities highlighting THDA's work.
- Develops and maintains good working relationships with local elected officials, state legislators, the Congressional delegation and their field staff by providing substantive info about THDA research and program products used in their districts.
- Coaches and mentors staff on relationship management regarding internal and external partners.

- Represents THDA at public functions, ribbon cuttings, industry gatherings, and related activities, serving as THDA's spokesperson when appropriate and presenting information about THDA.
- Accesses necessary administrative support to meet outreach team goals.

MINIMUM QUALIFICATIONS

The requirements listed below are representative of the knowledge, skills, and/or abilities required.

Education and Experience:

- Bachelor's degree in public administration, finance, economics, or related field.
- Three years of experience in residential mortgage lending, community development or other related field.

The above qualifications express the minimum standards of education and/or experience for this position. Other combinations of education and experience, if evaluated as equivalent, may be taken into consideration.

Knowledge, Skills, Abilities, and Competencies:

- Extensive knowledge of methods and practices of mortgage loans, community development and revitalization.
- A broad knowledge of low- and moderate-income THDA programs is required.
- Knowledge of Department of Housing and Urban Development (HUD), Veterans Administration (VA), Rural Development (RD), and Private Mortgage Insurance (PMI) regulations in the field of loan origination.
- Ability to provide vision and leadership; contributes to decision-making affecting organizational strategy.
- Demonstrates the ability to build and maintain positive relationships with the organization's board members, Executive Team, Leadership Team, and staff.
- Ability to think creatively and work independently.
- Superior communication skills, both written and verbal, to effectively address all levels within the organization, and to respond to media inquiries while at public events.
- Ability to build and maintain positive relationships with internal and external constituents.
- Maintains credibility through sincerity, honesty, and discretion.
- Strong organizational skills.
- Prioritizes and plans work activities effectively; uses time efficiently.
- Consistently meets deadlines.
- Documents regularly, thoroughly, accurately, and completely.
- Ability to manage complex projects while working under pressure to meet deadlines.
- Detail oriented, logical, and methodological approach to problem solving.
- Computer literate; proficient in Microsoft Word, Excel, Outlook, and the internet; able to effectively adapt to and use other computer systems as needed for daily activities.

Special Demands:

The special demands described here are representative of those that must be met by a staff member to successfully perform the essential functions of this job.

- Current, valid driver's license from domicile state and the ability to drive during day or night.
- Frequent in-state travel, including overnight travel.
- Physically able to maneuver stairs.
- Ability to lift up to 25 pounds.
- While performing the duties of this job, the employee is regularly required to sit; stand; use hands to finger, handle or feel; and talk and hear.
- The employee is occasionally required to walk; reach with hands and arms, and stoop, kneel, or crouch.
- Specific vision abilities required by this job include close vision, distance vision, night vision and the ability to adjust focus.

EQUAL OPPORTUNITY/EQUAL ACCESS/AFFIRMATIVE ACTION EMPLOYER

**PLEASE VISIT OUR WEBSITE AT WWW.THDA.ORG AND FOLLOW THE ONLINE INSTRUCTIONS
APPLICATION MUST BE COMPLETE AND RESUME ATTACHED FOR CONSIDERATION**